

POSITION DESCRIPTION

Communities In Schools of Kalamazoo

Position Title: DIRECTOR of Volunteer and Partner Services

Responsible for CIS leadership in resource development and management in service domains using volunteers and partner organizations. Develops and sustains volunteer and partnership resources to address student needs. Oversees the recruitment, screening, selection, training, matching, recognition and retention of volunteers to work predominantly in school settings to address the learning readiness and learning support needs of students in CIS-supported buildings. Oversees the development, sustainability and utilization of partnerships to meet identified student needs within the schools in the domains of basic needs, physical health, social-emotional-behavioral health and learning and academic support. Is the public face of the organization for all volunteer and partnership opportunities and initiatives, and is responsible for growing the volunteer and service partner capacity of CIS of Kalamazoo. Provides leadership in identifying and implementing best practices for recruitment and retention of volunteers and organizational partnerships, and engaging various stakeholders in making volunteer commitments to students, e.g. the business community, faith communities, service clubs, etc. Provides effective leadership and motivation within the organization for practices which increase volunteer and partner utilization and retention within the schools. Ensures a strong administration/organizational component for the volunteer program and partner services of the organization, including documentation, tracking, measuring, evaluating, communication and coordination on behalf of the organization. Represents the organization in various community venues that are or may be a source of volunteer support or partner service delivery opportunities. Works with the Director of Development to create new partnerships with businesses to engage them in supporting the schools. Organizes and oversees events that recruit and recognize volunteers and partners. Works with other Directors to ensure the orientation, training and sustainability of partners.

Is responsible for resource recruitment and development for mentoring/tutoring. Provides leadership and represents the organization in those specialty areas in developing and sustaining partnerships and advocating for resources. Works effectively with other mentoring/tutoring organizations to assure the utilization and expertise of partners and maximum stewardship of community resources.

DUTIES AND RESPONSIBILITIES:

Establishes and maintains productive working relationships with all members of the CIS partnership, including school personnel, the faith community, higher education resources, health and human service organizations and staff, business and other resources.

Provides leadership, guidance, consultation and motivation to all participants with a particular priority for business and faith partnerships. Conducts a wide range of effective recruitment activities with specified organizations including class presentations, service club presentations, participation in business and faith organizations, events, fairs, etc. Develops, coordinates and presents reports to various stakeholders regarding volunteer involvement.

Develops partnerships with community resource providers to address assessed student needs, with particular emphasis on health and basic needs.

Oversees and manages staff responsible for the day-to-day operational support tasks for the support and delivery of partner services, including but not limited to parent registration and consent forms, scheduling, notification of sites and communication with partners and school personnel.

Assures the development and maintenance of an effective tracking/data collection and reporting system for volunteers within CIS. Supervises administrative support staff and others in the utilization of volunteer tracking mechanisms. Performs or ensures tracking and data collection functions to ensure evaluation, program improvement and accountability. Uses database software and other available tools. Demonstrates understanding of data, data management and the effective use of data for improved decision-making and service improvements.

Works with Directors, Site/Afterschool Coordinators and other appropriate personnel to determine specific needs for volunteer support to effectively plan and execute recruitment strategies. Develops an annual resource development plan for volunteers, specifying recruitment and retention goals to fulfill specific types of needs and the strategies that will be utilized to fulfill those goals.

Plans and manages events that utilize volunteers (e.g. Bagels 'n Books) and assures the successful execution of those events to meet both student needs and to fulfill volunteer promotion goals.

Provides professional development and training for all staff, including all site teams to enhance the necessary knowledge and skill required to support successful utilization and retention of volunteers and partner organizations in schools. Conducts periodic monitoring to ensure effective utilization of volunteers and partners at each school. Assures coordination and communication for the effective placement of volunteers, business, faith partners and other organizational partners which address assessed student needs.

Assures an appropriate and effective system of volunteer screening according to organization policy, including criminal background checks, volunteer applications on file for each volunteer, etc. Assures effective risk management practices for the protection of students and schools.

Directs and manages the organization's AmeriCorps VISTA project with the Corporation for National Service & Community Service. Provides training, supervision, overall direction and guidance to AmeriCorps VISTA members and works effectively with other Directors to assure that sites are making effective and appropriate use of the AmeriCorps VISTA resources.

Works with the Director of Community Relations and the Marketing & Fund Development Coordinator to develop and distribute appropriate promotional materials for the recruitment, training and retention of volunteers, including business/faith partnerships. Assures that all volunteer recruitment and retention materials meet branding requirements.

Plans, develops and implements effective orientation and training for volunteers, including business and faith partners, as well as other service delivery partners. Ensures that all volunteers and partners are oriented to the CIS mission, philosophy, integrated student services model and goals, as well as to requirements for confidentiality, transportation and supervision. Works effectively with the education system and other community partners to provide additional training to increase the effectiveness of volunteers as tutors, mentors and advocates and of other partners for the delivery of services within the context of schools.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Bachelor degree in a relevant area with strong demonstrated track record in public relations, marketing and promotions. Must demonstrate knowledge and appreciation for the needs/issues of children, families and education and be capable of inspiring others to address those needs. Prior experience in health or health related areas, as well as human services, education, etc. Masters degree preferred. Supervisory or management experience highly desirable. Knowledge in applicable service domain area, e.g. tutoring, mentoring, volunteer management.

Knowledge and experience with a wide range of community resources including faith organizations, business, education, necessary. Advanced understanding of complex organizations and service delivery systems, partnerships and how they function. Ability to design cooperative structures and methods for multi-organization involvement in services.

Requires experience with personal computers and proficiency using word processing software, spreadsheets, the internet, electronic mail, and data bases.

Excellent oral and written communication skills, as well as interpersonal skills, to interact effectively with volunteers, team members, the public, peers, etc. Demonstrated ability for public speaking.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements.

Qualified and Interested candidates should submit a letter of introduction and a current resume to dkievit@ciskalamazoo.org

Deadline for expressing interest is October 21, 2015